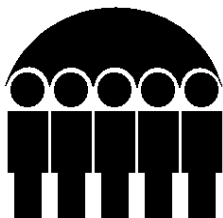


June 29, 2007

Employees' Manual  
Title 17  
Chapter D

Child Welfare

# **CASE MANAGEMENT POLICY**



Iowa  
Department  
of  
Human Services

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## **Life of the Case Phase: Case Management**

This chapter describes the basic case management responsibilities of Department staff and except as otherwise noted, pertains to all cases, regardless of whether the child remains in the home or is placed in out-of-home care.

The focus of the case management phase is service provision, including:

- ◆ Implementation of safety plans to address known risks of harm.
- ◆ Purchase of services and supports to reduce the risk of harm and improve caregiver functioning.
- ◆ Engagement of community partners in keeping children safe.
- ◆ Coordination of service providers to work collaboratively with the family to solve problems.
- ◆ Realization of the child's permanency goal.

### **Outcomes**

- Child safety
- Child and family well-being
- Permanency for the child
- Appropriate type, level, and intensity of services
- Active family participation

### **Decisions**

- Type, level, and intensity of services

### **Criteria**

- Allegation findings
- Safety factors
- Risk factors
- Child's and parents' capacity and needs

### **Scope of Chapter**

This chapter includes “high level” statements that summarize the essence of the state and federal laws, federal regulations, state administrative rules, and Department-required practice associated with management of a child welfare case.

The administrative rule and state law references are linked to the actual state rule or law chapter. The chapter ends with a table that identifies the topic of the policy and the applicable legal references.

Unless otherwise specified, links to “Procedure” in this chapter refer to Chapter 17-D(1), which describes state procedures for carrying out the general case management processes for child welfare cases.

Unless otherwise specified, links to “Practice Guidance” refer to Chapter 17-D(2), which provides background information to support the procedures or policy and the programmatic rationale for the actions that are required during the case management phase.

### **Legal Basis**

Federal statutes affecting states’ provision of child welfare services and eligibility for Title IV-E funds include:

- ◆ United States Code, Title 42, “The Public Health and Welfare,” Chapter 7, “Social Security,” Subchapter IV, “Grants to States for Aid and Services to Needy Families with Children and for Child Welfare Services”:
  - Part A, “Aid to Families with Dependent Children” (Title IV-A of the Social Security Act), Sections 602 and 606(a) as of July 16, 1996.
  - Part B, “Child and Family Services” (Title IV-B of the Social Security Act), Section 620.
  - Part E, “Federal Payment for Foster Care and Adoption Assistance” (Title IV-E of the Social Security Act), Sections 670 through 679A, specifically 671(a)(15), 672(a)(1), 672(a)(2), 672(a)(4), 672(b), 672(c), and 673.
- ◆ Public Law 96-272, the Adoption Assistance and Child Welfare Act of 1980.
- ◆ Public Law 99-514, the Tax Reform Act of 1986.
- ◆ Public Law 100-203, the Omnibus Budget and Reconciliation Act of 1987.

- ◆ Public Law 103-432, the Social Security Act Amendments of 1994.
- ◆ Public Law 104-188, the Small Business Job Protection Act of 1996.
- ◆ Public Law 104-193, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996.
- ◆ Public Law 105-89, the Adoption and Safe Families Act (ASFA).
- ◆ Public Law 106-169, the Foster Care Independence Act of 1999.

Federal regulations affecting states' provision of child welfare services and eligibility for Title IV-E funds include Title 45 of the Code of Federal Regulations:

- ◆ Parts 205, 206, 232, 233, and 302, as of July 16, 1996, for AFDC, and
- ◆ Parts 1355, 1356, and 1357, for IV-B and IV-E.

Iowa law related to case management for children can be found in:

- ◆ Iowa Code Chapter 232, "Juvenile Justice," especially Division III, "Child in Need of Assistance Proceedings."
- ◆ Iowa Code Chapter 234, "Child and Family Services," which vests the authority in the Department to use funds for child welfare services.
- ◆ Iowa Code Chapter 235, "Child Welfare," which defines Department responsibilities for child welfare services.

Departmental rules concerning child welfare case management are found in 441 Iowa Administrative Code at:

- ◆ Chapter 130, "General Provisions,"
- ◆ Chapter 131, "Social Casework,"
- ◆ Chapter 172, "Family-Centered Child Welfare Services," and
- ◆ Chapter 182, "Family-Centered Services."

## **Case Management Policy Statements**

Link to [Procedure](#)

Link to [Practice Guidance](#)

### **Taking Applications**

#### **Service Application**

**Rule:** [441 Iowa Administrative Code 130.2\(234\)](#) and [182.4\(1\)](#)

**Policy Statement:** Application for services shall be made on form 470-0615, *Application for All Social Services*. The application may be turned in to any local office of the Department.

A family member or the family's authorized representative service may file the application. When the family members are incompetent or incapacitated, someone acting responsibly for the child may file the application.

#### **IV-A Application**

**Rule:** [441 Iowa Administrative Code 133.2\(235\)](#)

**Policy Statement:** Application for Title IV-A emergency assistance shall be made on form 470-0615, *Application for All Social Services*. A parent shall file the application.

When both parents are absent or unwilling to apply on behalf of an eligible child, another adult member of the family with whom the child resides or has resided with the past six months may file the application. If the Department has legal custody of the child, the Department worker may sign the application on the child's behalf.

#### **Medicaid Application**

**Rule:** [441 Iowa Administrative Code 76.1\(249A\)](#)

**Policy Statement:** A *Health Services Application*, form 470-2927 or 470-2927(S), shall be completed for all applicants entering foster care or seeking Medicaid-funded services, including remedial services, children's mental health waiver services, or PMIC services.

## **Determining Eligibility**

### **Eligibility Factor: Residence**

**Law:** [Iowa Code Chapter 235](#)

**Rule:** [441 Iowa Administrative Code 130.3\(2\)](#)

**Policy Statement:** Recipients of child welfare services must be living in the state of Iowa, including persons who may be living in Iowa on a temporary basis, but not including persons who are in Iowa for vacation purposes.

### **Requirements for Family-Centered Services**

**Law:** 42 USCA 671(15)(A), 671(a)22, 675(1), and 675(15)

**Rule:** [441 Iowa Administrative Code 172.22\(234\)](#) and [182.3\(234\)](#)

**Policy Statement:** The Department will assess potential eligibility for family-centered services based on factors that will include:

- ◆ Whether the child is a victim of a founded child abuse report,
- ◆ The age and assessed risk level of the child abuse victim,
- ◆ Whether the child is placed out of home under the care and supervision of the Department.
- ◆ Whether the child's family is willing to accept Department services, and
- ◆ Whether the child is involved with the juvenile court due to a child in need of assistance or delinquency action.

### **Assessing Service Needs**

**Law:** [Iowa Code Chapter 232.97](#)

**Rule:** [441 Iowa Administrative Code 130.3\(1\)"a"](#) and [182.4\(5\)](#)

**Policy Statement:** The Department will conduct an individualized assessment of each eligible child and family's service needs and will involve the family in a partnership to assess and identify needs. Gathering information about child and family concerns, needs, and existing strengths is the essential first step in determining which Department programs and services may provide assistance.



### **Selecting Services**

**Law:** [Iowa Code Chapter 235](#) and [232.99](#)

**Rule:** [441 Iowa Administrative Code 130.7\(2\)](#)

**Policy Statement:** The Department will work with the child and family to select the most appropriate available services to address concerns about the child and family and promote the safety, permanency, and well being of the child.

### **Family-Centered Services**

**Rule:** [441 Iowa Administrative Code 172.23\(1\)](#) and [182.2\(234\)](#)

**Policy Statement:** Family-centered services shall be designed to deliver a flexible array of strategies and interventions to promote achievement of the goals of child and family safety, risk reduction, and permanency for children.

### **Determining Service Intensity**

**Law:** [Iowa Code Chapter 232.99](#)

**Rule:** [441 Iowa Administrative Code 172.23\(1\)](#) and [182.4\(4\)](#)

**Policy Statement:** The provider is responsible for meeting identified needs of referred children and families. The goal is to deliver services with sufficient intensity to maintain the child's safety and restore the functioning of the child and family.

### **Obtaining Approval for Services**

**Law:** [Iowa Code Chapter 232.99](#)

**Rule:** [441 Iowa Administrative Code 130.3\(1\)](#) and [182.4\(3\)](#)

**Policy Statement:** Approval for delivery of services is obtained from Department supervisors. If the court has ordered a service, the Department shall make payment based on the court order, subject to availability of funds.

#### **IV-A Eligibility Criteria**

**Rule:** [441 Iowa Administrative Code 133.3\(235\)](#)

**Policy Statement:** Children and their families are eligible for IV-A emergency assistance services if the specific eligibility criteria for prescribed services are met.

#### **Issuing Notification**

**Rule:** [441 Iowa Administrative Code 7.7\(1\)](#) and [130.2\(4\)](#)

**Policy Statement:** A Notice of Decision will be issued on each case.

#### **Referring Children and Families to a Provider**

**Rule:** [441 Iowa Administrative Code 130.6\(3\)](#) and [172.3\(234\)](#)

**Policy Statement:** When the Department has approved provision of family-centered child welfare services for a child and family the Department worker shall notify the provider by issuing form 470-3055, *Referral and Authorization for Child Welfare Services*, that shall indicate the specific service category authorized and the duration of the authorization.

#### **Initiating Services**

**Law:** [Iowa Code Chapter 232](#)

**Rule:** [441 Iowa Administrative Code 182.4\(234\)](#)

**Policy Statement:** The Department worker shall take steps to initiate services as rapidly as possible based on case circumstances and child and family needs.

#### **Determining Service Locations**

**Law:** [Iowa Code Chapter 232](#)

**Rule:** [441 Iowa Administrative Code 182.6\(2\)](#)

**Policy Statement:** The Department worker shall ensure that family-centered services are delivered in whatever locations are determined to be most appropriate to meet the family's needs.

#### **Redissemination**

**Law:** [Iowa Code sections 235A.17](#), [235A.20](#), and [235A.21](#)

**Policy Statement:** The Department will adhere to all relevant laws and regulations concerning the redissemination of child abuse information.

### **Managing Service Delivery**

**Rule:** [441 Iowa Administrative Code 130.6\(234\)](#) and  
[441 Iowa Administrative Code 131\(234\)](#)

**Policy Statement:** Managing service delivery includes accessing, implementing, coordinating and monitoring services to ensure that the most appropriate services are being provided, as planned and identified by the family team and outlined in the case permanency plan.

### **Reviewing Provider Reports**

**Rule:** [441 Iowa Administrative Code 185.10\(6\)](#) and [185.10\(8\)"d"](#)

**Policy Statement:** The worker will monitor the reports that the provider is required to submit regarding the services provided.

### **Approving Claims**

**Rule:** [441 Iowa Administrative Code 185.121\(3\)](#)

**Policy Statement:** Within 60 days of the date of receipt of a valid invoice, the Department will approve the claim and process payment.

### **Monitoring Provider Activities**

**Rule:** [441 Iowa Administrative Code 130.6\(5\)](#) and [172.24\(234\)](#)

**Policy Statement:** The Department worker will maintain contact with the client and the provider, to monitor the delivery of services and review provider progress reports and outcome measures.

### **Requesting Services From Another Service Area**

**Rule:** [441 Iowa Administrative Code 130.6\(3\)](#)

**Policy Statement:** Managing services across jurisdictions shall be determined by the reunification plan for the family and the best interest of the child.

### **Transferring a Case**

**Rule:** [441 Iowa Administrative Code 130.6\(3\)](#)

**Policy Statement:** When a child's family changes residence to a county served by another Department office, case transfers are determined by the reunification plan for the family and the best interest of the child.

### **Monitoring and Modifying Services**

**Rule:** [441 Iowa Administrative Code 130.6\(5\)](#)

**Policy Statement:** The Department worker responsible for the child and family will monitor service delivery by maintaining contact with the family and service providers. As child and family needs change, the Department worker will take steps to modify services being provided.

### **Reasonable Efforts Requirement**

**Law:** Public Law 95-608, Public Law 96-272, Public Law 105-89,  
[Iowa Code Chapter 232](#)

**Rule:** 45 CFR 1356.21(b), [441 Iowa Administrative Code 182\(234\)](#)

**Policy Statement:** Federal and state child welfare laws require that state child welfare agencies make reasonable efforts to maintain children in their families and make reasonable efforts to reunify children or secure another planned permanent living arrangement, for children who have been placed outside of their homes.

### **Changes in Service Needs**

**Law:** [Iowa Code Chapter 232](#)

**Rule:** [441 Iowa Administrative Code 182.4\(234\)](#)

**Policy Statement:** The Department worker will monitor service delivery and take steps to respond to changes in service needs.

### **Reevaluating and Reauthorizing Services**

**Law:** [Iowa Code Chapter 232](#)

**Rule:** [441 Iowa Administrative Code 182.4\(234\)](#)

**Policy Statement:** At least every six months, and more frequently if needed, the Department worker will reevaluate the child and family's need for services. If the family team determines that continued services are needed, or the court orders continued services, the Department worker will take steps to obtain authorization and approval for these services.

### **Terminating a Service**

**Law:** 42 USCA 671(15)(A), 42 USCA 671(a)22, 42 USCA 675(1),  
42 USCA 675(15), [Iowa Code section 232.2\(4\)](#)

**Rule:** [441 Iowa Administrative Code 130.5\(2\)](#)

**Policy Statement:** A particular service may be terminated when the Department determines that:

- ◆ The specific need to attain the goals and objectives to which the service was directed has been achieved, or
- ◆ After repeated assessment, it is evident that the family or individual is unable to achieve or maintain the goals set forth in the individual client service plan, or
- ◆ After repeated efforts, it is evident that the family or individual is unwilling to accept further service, or
- ◆ The client's income or resources exceed the financial guidelines, or the client no longer meets other eligibility requirements criteria established by the Department for this service, or
- ◆ The service is no longer offered or available from the Department or
- ◆ No payment or partial payment of client fees has been received within 30 days following the issuance of the last billing, or
- ◆ Another community resource is available to provide the service or a similar service free of charge to the client that will meet the client's needs, or
- ◆ The client refuses to allow documentation of eligibility as to need, income, and resources, or
- ◆ Funding is not available to provide the service (A list of services not available due to lack of funding shall be posted in each local office.), or
- ◆ The fee for case management services has not been paid within 30 days of the date on the second invoice sent by the Department case management unit to the client. The second invoice shall be sent 30 days after the date of the first invoice if full payment of the fee has not been received.

### **Closing a Case**

**Law:** 42 USCA 671(15)(A), 42 USCA 671(a)22, 42 USCA 675(1),  
42 USCA 675(15), [Iowa Code section 232.2\(4\)](#)

**Rule:** [441 Iowa Administrative Code 130.5\(2\)](#) and [130.6\(5\)](#)

**Policy Statement:** A case may be closed when the identified goals for safe case closure have been achieved. Assessing and reviewing the safety of the child is required before closing the case. Safe case closure requires alleviating or mitigating conditions that resulted in the abuse of the child and are foreseeable risks to the child's safety.

### **Adverse Service Actions**

**Law:** [Iowa Code Chapter 17A](#)

**Rule:** [441 Iowa Administrative Code 7.7\(17A\)](#), [131.5\(234\)](#), and [182.9\(234\)](#)

**Policy Statement:** The Department worker shall provide clients with necessary notice of any adverse service actions, and inform clients of their appeal rights.

### **Denying an Application**

**Law:** [Iowa Code Chapter 232](#)

**Rule:** [441 Iowa Administrative Code 130.5\(1\)](#)

**Policy Statement:** When the Department makes a decision to deny services, this decision shall be based on the factors outlined in IAC Chapter 130 and notification of the decision shall be provided to the client.

### **Reduction or Termination of Services**

**Law:** [Iowa Code Chapter 232](#)

**Rule:** [441 Iowa Administrative Code 130.5\(2\)](#)

**Policy Statement:** The Department worker shall provide clients with advance notice of any planned reduction or termination of services and this notice shall inform them of their appeal rights.

### **Appeals**

**Law:** [Iowa Code Chapter 17A](#)

**Rule:** [441 Iowa Administrative Code 7.6\(17A\)](#), [7.8\(17A\)](#), [172.5\(234\)](#), and [182.10\(234\)](#)

**Policy Statement:** The Department shall inform clients of their rights to appeal specific Department actions and follow established Department procedures for appeal actions.

### **Right to Appeal Adverse Actions**

**Law:** [Iowa Code Chapter 17A](#)

**Rule:** [441 Iowa Administrative Code 7.8\(17A\)](#)

**Policy Statement:** The aggrieved person has the right to appeal any action of the Department within 30 calendar days from the date the notice of decision is issued.

### **Who Can File an Appeal**

**Law:** [Iowa Code Chapter 17A](#)

**Rule:** [441 Iowa Administrative Code 7.1\(17A\)](#) and [172.5\(234\)](#)

**Policy Statement:** Any person or group of persons may file an appeal with the Department concerning any issue. The Department shall determine whether a hearing shall be granted.

## **Summary of Case Management References**

General parameters for case management activities are established in Iowa Code Chapters 232 and 234. Specific requirements are established in the administrative rules.

<b>Case Management Activity</b>	<b>Law</b>	<b>Regulation</b>
<b>Taking applications</b>		
Service application		441 IAC 130.2(234), 182.4(1)
IV-A application		441 IAC 133.2(235)
Medicaid application		441 IAC 76.1(249A)
<b>Determining eligibility</b>		
Eligibility factor: residence	IA Code Chapter 235	441 IAC 130.3(2)
Requirements for family-centered services	42 USCA 671(15)(A), 671(a)22, 675(1), 675(15)	441 IAC 172.22(234), 182.3(234)
Assessing service needs	IA Code Chapter 232.97	441 IAC 130.3(1)"a," 182.4(5)
Selecting services	IA Code Chapter 235, 232.99	441 IAC 130.7(2)
Family-centered services		441 IAC 172.23(1), 182.2(234)
Determining service intensity	IA Code Chapter 232.99	441 IAC 172.23(1), 182.4(4)
Obtaining approval for services	IA Code Chapter 232.99	441 IAC 130.3(1), 182.4(3)
IV-A eligibility criteria		441 IAC 133.3(235)
Issuing notification		441 IAC 7.7(1), 130.2(4)
<b>Referring children and families to a provider</b>		441 IAC 130.6(3), 172.3(234)
Initiating services	IA Code Chapter 232	441 IAC 182.4(234)
Determining service locations	IA Code Chapter 232	441 IAC 182.6(2)
Redissemination	IA Code § 235A.17, 235A.20, 235A.21	



Case Management Activity	Law	Regulation
<b>Managing service delivery</b>		441 IAC 130.6(234), 131(234)
Reviewing provider reports		441 IAC 185.10(6), 185.10(8) "d"
Approving claims		441 IAC 185.121(3)
Monitoring provider activities		441 IAC 130.6(5), 172.24(234)
Requesting services from another service area		441 IAC 130.6(3)
Transferring a case		441 IAC 130.6(3)
<b>Monitoring and modifying services</b>		441 IAC 130.6(5)
Reasonable efforts requirement	Public Law 95-608, 96-272, 105-89 IA Code Chapter 232	45 CFR 1356.21(b) 441 IAC 182(234)
Changes in service needs	IA Code Chapter 232	441 IAC 182.4(234)
Reevaluating and reauthorizing services	IA Code Chapter 232	441 IAC 182.4(234)
Terminating a service	42 USCA 671(15)(A), 671(a)22, 675(1), 675(15) IA Code § 232.2(4)	441 IAC 130.5(2)
<b>Closing a case</b>	42 USCA 671(15)(A), 671(a)22, 675(1), 675(15) IA Code § 232.2(4)	441 IAC 130.5(2), 130.6(5)
<b>Adverse service actions</b>	IA Code Chapter 17A	441 IAC 7.7(17A), 131.5(234), 182.9(234)
Denying an application	IA Code Chapter 232	441 IAC 130.5(1)
Reduction or termination of services	IA Code Chapter 232	441 IAC 130.5(2)
Appeals	IA Code Chapter 17A	441 IAC 7.6(17A), 7.8(17A), 172.5(234), 182.10(234)
Right to appeal adverse actions	IA Code Chapter 17A	441 IAC 7.8(17A)
Who can file an appeal	IA Code Chapter 17A	441 IAC 7.1(17A), 172.5(234)



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

June 29, 2007

## GENERAL LETTER NO. 17-D-1

ISSUED BY: Bureau of Protective Services,  
Division of Child and Family Services

SUBJECT: Employees' Manual, Title 17, Chapter D, **CASE MANAGEMENT POLICY**,  
Title page, new; Contents (page 1), new; and pages 1 through 14, new.

### Summary

Portions of Employees' Manual Chapter 18-A, **CHILD WELFARE GENERAL REQUIREMENTS**, and Chapter 18-B, **FAMILY-CENTERED SERVICES**, have been redesigned into policy, procedure, and practice guidance subchapters reflecting the phase in the life of a child welfare case pertinent to case management. The new case management chapters are:

- ◆ 17-D, **CASE MANAGEMENT POLICY**, which contains succinct, "high level" statements that summarize the essence of the associated laws, rules, and Department-required practice. The administrative rule and state law references are linked to the actual state rule or law chapter.
- ◆ 17-D(1), **CASE MANAGEMENT PROCEDURES**, which tells what the Department service worker should do in the logical order of when and how to do the work.
- ◆ 17-D(2), **CASE MANAGEMENT PRACTICE GUIDANCE**, which provides background information to support the procedures or policy and the clinical or programmatic rationale for the actions that are required.
- ◆ 17-D(3), **ADDITIONAL CASE MANAGEMENT INFORMATION**, which contains information that is lengthy or used only in specific situations. These topics may be accessed through hypertext links in the policy, procedure, or guidance chapters.

Hypertext links in all of the chapters connect to the other case management chapters, additional information on a topic, or a specific form or tool.

### Policy Changes

Policy changes reflected in the chapter include elimination of references to rehabilitative and nonrehabilitative treatment services. Authorizations for rehabilitative treatment services ceased as of December 31, 2006, and all services shall terminate by June 30, 2007.

**Effective Date**

Upon receipt.

**Material Superseded**

None.

**Additional Information**

Refer questions about this general letter to your area service administrator.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

August 24, 2007

## GENERAL LETTER NO. 17-D-2

ISSUED BY: Bureau of Protective Services,  
Division of Child and Family Services

SUBJECT: Employees' Manual, Title 17, Chapter D, **CASE MANAGEMENT POLICY**,  
Contents (page 1), revised; Contents (page 2), new; and pages 3, 5  
through 8, and 11 through 14, revised.

### Summary

This chapter is revised to reflect the new family safety, risk, and permanency services requirements. These purchased services will be flexible, strength-based, and family-focused. The services are designed to:

- ◆ Connect families to informal supports and community resources,
- ◆ Bolster family protective capacities, and
- ◆ Maintain and strengthen connections to a family's neighborhood and community.

Providers have been selected through a statewide competitive bidding process and will be paid in part through performance incentives targeted to specific case outcomes. Services will be available to intact families and to families with children in out-of-home placement.

### Effective Date

October 1, 2007

### Material Superseded

Remove the following page from Employees' Manual, Title 17, Chapter D, and destroy it:

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 29, 2007
3, 5-8, 11-14	June 29, 2007

### Additional Information

Refer questions about this general letter to your area service administrator.